

## FREQUENTLY ASKED QUESTIONS

Click on a question below to open the related article. Use the 'Frequently Asked Questions' or Subject Header button at the bottom of each page to return here.

### LICENSING & ACTIVATION

- What can I do if an iLok account was created for me, but I can't find the password?
- Do I need an iLok Account? What about an iLok Key?
- How long does it take to receive the additional license or upgrade I just purchased?
- Why don't I see the product I purchased in my iLok Account?
- How can I resolve license errors I receive after updating to the latest version of Play?
- Where do I enter the authorization code that came with my DVD or Hard Drive?
- How do I know if my product has been successfully activated?
- The computer system containing my licenses is damaged or has been replaced, what can I do?

### THE BASICS

- How Are Instruments loaded?
- Why can't I load sounds from the Samples folder?
- How many instruments can I load into Play?
- How do I save changes I've made to an instrument?
- Can I save my favorite instruments to a single location?
- How can I tell if I have the latest Instruments and Samples Updates installed?
- Will Instrument Updates affect my existing projects?
- Can I choose the interface Play displays upon launch?

### COMMON ISSUES

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- How can I resolve sample loading errors when launching a project containing Play?
- Can I spread Play Libraries across multiple hard drives?
- What's the best way to bounce my project to audio?
- Do I need an audio interface?

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## USING PLAY AS A PLUG-IN

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- How do I use PLAY as a plugin inside my DAW?
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## SYSTEM PERFORMANCE

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## DOWNLOADING & TRANSFERRING

- What can I do if there's an interruption while downloading a Play Library?
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## ADDITIONAL RESOURCES

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## What can I do if an iLok account was created for me, but I can't find the password?

**Summary:** To recover your iLok account password, go to [ilok.com](http://ilok.com) and enter your iLok.com User ID. A password will be sent to the email address that is associated with your account.

### Recover Your iLok Account Password

To recover your iLok account password, follow the steps below. If the problem persists, please contact iLok's support via email to recover your password: [support@ilok.com](mailto:support@ilok.com)



Your iLok account name and password are separate from your EastWest / Soundsonline account name and password.

1. Go to the following link: [www.ilok.com](http://www.ilok.com)
2. Click the 'Sign In' button in the top-left corner.
3. Click the 'Forgot user ID or password' link.
4. Click on the 'Click here to reset your password' button.
5. In the next window enter your iLok User ID and click 'Send to my email'.

The screenshot shows the iLok website interface. On the left, the 'iLok' logo is at the top. Below it are two buttons: 'Sign in' and 'Create Free Account'. There are input fields for 'User ID' and 'Password', a 'Remember me' checkbox, and a 'Sign in' button. A link 'Forgot your User ID or password?' is circled in red. On the right, a blue header reads 'iLok Account Issues' with the sub-header 'Lost passwords, User ID recovery, sign in issues'. Below this is a box titled 'Reset your password' with the text 'If you've lost or can't remember your password, you can reset it here.' and a green button 'Click here to reset password'. A red arrow points from the 'Forgot your User ID or password?' link to the 'Click here to reset password' button.

## Do I need an iLok Account? What about an iLok Key?

**Summary:** An iLok Account is required for product activation, but a physical iLok Key is only optional.

### Where to Activate Your Product

The PACE iLok system is used for all product licensing. Now, product licenses can be activated to either:

- an iLok Security Key (purchased separately)
- a computer using iLok's machine-based licensing system.



The licenses for ComposerCloud and Play 6 require an iLok2 and above, or the use of a machine-based license. They are not compatible with iLok1.

### Creating an iLok Account

Before completing a purchase at soundsonline.com, an 'iLok account name' must be provided at the check out page. If you do not have an iLok account, go to [www.ilok.com](http://www.ilok.com) and create one.

After creating your iLok account, enter your account name at the soundsonline.com. The iLok account name will also be recorded into the 'iLok.com User Name' field in your 'My Account' page at soundsonline.com. If you already have an iLok account, please make sure that it has been entered in the 'iLok.com User Name' field in your 'My Account' page at soundsonline.com.

### Advantages of an iLok Key

The advantage of putting the license on an iLok USB Security Key is portability. While you can move a machine license to any computer you like (after deactivating it from the computer it is currently stored on, and reactivating on another) having the option to simply unplug your iLok Key and plug it into another computer is convenient when moving between systems



## How long does it take to receive the additional license or upgrade I just purchased?

**Summary:** Typical wait time is no longer than 24 hours.

### Licenses are Manually Deposited

Additional licenses and product upgrades have to be manually deposited by our licensing department. This typically takes no longer than 24 hours.

Please ensure the correct iLok account is listed in your Soundsonline Account, in the iLok.com User Name field.

If you do not have the correct account listed, please contact our licensing department to help correct this: [licensing@eastwestsounds.com](mailto:licensing@eastwestsounds.com)



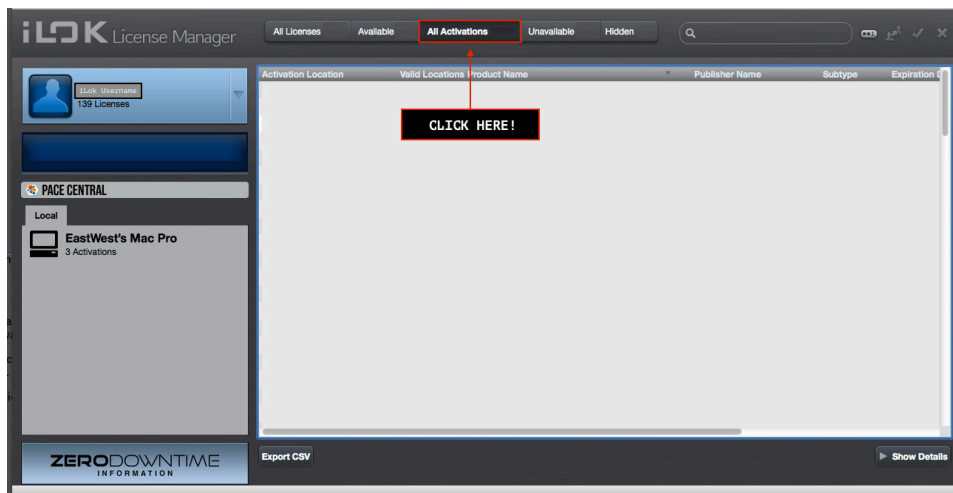
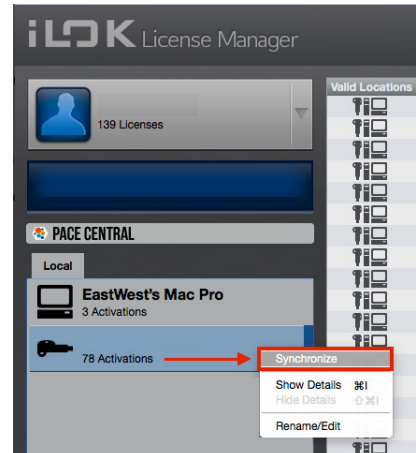
## Why don't I see the product I purchased in my iLok Account?

**Summary:** Try Synchronizing your iLok account to refresh available product licenses.

### Synchronize the iLok Key

To synchronize your iLok account, follow these steps:

1. Download and install the iLok License Manager, available [here](#).
2. Log into the iLok License Manager.
3. Select your iLok from the sidebar to the left-hand side of the screen.
4. Make sure you have the details of the iLok showing.
5. Right-click (or control+click) on the iLok in the sidebar and select "Synchronize"
6. You should now see the license for your product in your iLok account.



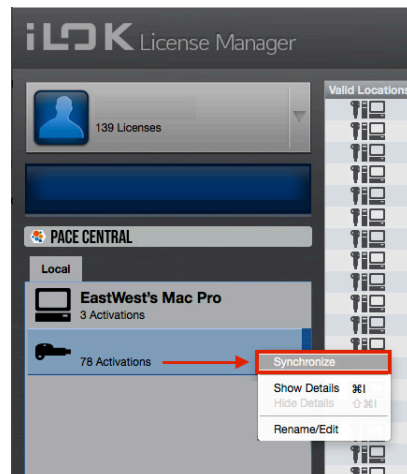
## How can I resolve license errors I receive after updating to the latest version of Play?

**Summary:** If the error “Play could not verify the license for <Library Name>” appears, try synchronizing your iLok account to refresh product licenses. If that doesn't work, we recommend you de-activate, then re-activate the license(s). Additionally, older products installed from DVDs or HDDs also require instrument updates.

### Synchronize the iLok Key

Before beginning, confirm that your iLok key is plugged into a USB port. Once plugged in, follow the steps below to synchronize your iLok to your iLok account:

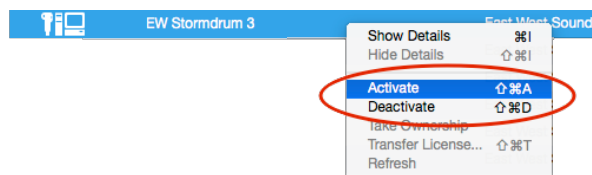
1. Download and install the iLok License Manager, available [here](#).
2. Open the application and login with your iLok account details.
3. Locate your iLok in the sidebar on the left side.
4. Right-click (or control+click) on the iLok and choose “Synchronize”.



### Deactivate and Reactive a Product License

If you continue to receive the error message after synchronizing above, please follow the instructions below to deactivate, then re-activate the product license.

1. Click on your the location of your license in the left-column.
2. Find your license in the right-hand window, right-click on it and select “Deactivate.”
3. Confirm the dialog that pops up.
4. Click on your username at the top left and then on the “Available” tab at the top.
5. Find your license in the list, right-click it and select “Activate.”
6. Select the location to activate and confirm.

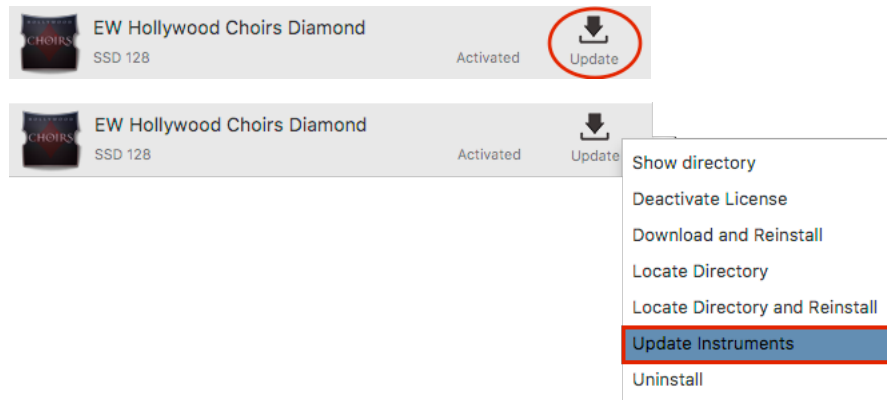


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## Update Instruments to Ensure Compatibility

Instruments with older Instruments installed may not be compatible with the latest version of Play., This includes products not originally downloaded from the Installation Center (DVDs, HDDs, etc).

1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Download and install the latest Instrument Updates by clicking on the 'Update' button, or click on the gear icon to reveal the drop-down menu and select 'Update Instruments'.





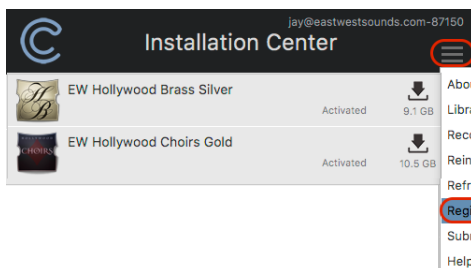
## Where do I enter the authorization code that came with my DVD or Hard Drive?

**Summary:** Enter the Authorization Code into the Installation Center to deposit a license into your account, then activate that license to either your computer or an iLok security key.

### Activate an Authorization Code

Follow these steps to deposit the product license and complete activation.

1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Open the Main Menu by clicking on the icon at the top-right corner of the Installation Center, then select “Register Authorization Code...”
4. Type in your 20-digit code and hit “Submit”
5. When the license has successfully been authorized open the Main Menu again and click “Refresh Product Details”.
6. The license will now appear listed under “New Licenses Available” at the top of the Installation Center. Click the ‘Activate’ button then choose the location you would like to activate the license to.
7. Once complete, you can begin to download and install your product using the download button that appears in the product panel in the Installation Center.



### Registration Instructions for XChange Customers:

If you purchased your product from an XChange retailer, you must complete Customer Registration form and enter your License Information.

1. Go to the following link: <https://eastwestsounds.com/register>
2. Create an account by filling out the the Customer Registration form.

3. In the License Information section, enter your existing iLok account details, or one will be created for you (please read the 'Very Important' note for details).
4. Enter the License Code that came with product to deposit the license into your iLok account.
5. Download and install the EW Installation Center, available [here](#).
6. Login with your East West / Soundsonline Account details.
7. The license will now appear listed under "New Licenses Available" at the top of the Installation Center. Click the 'Activate' button then choose the location you would like to activate the license to.
8. Once complete, you can begin to download and install your product using the download button that appears in the product panel in the Installation Center.

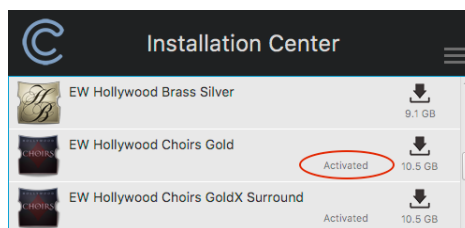
## How do I know if my product has been successfully activated?

**Summary:** You can confirm whether or not your product is activated by checking in either the EastWest Installation Center, or the iLok License Manager.

### Check Activation Status (Installation Center)

To check the activation status using the [Installation Center](#):

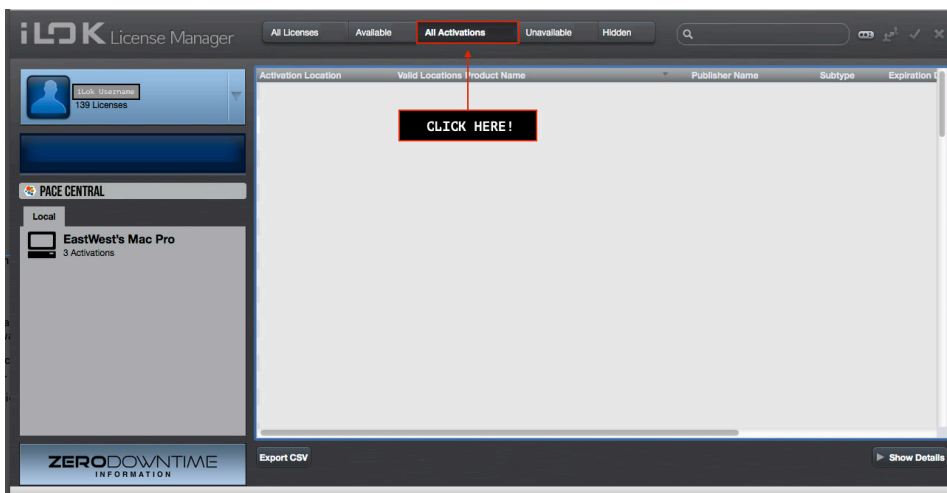
1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Check to see if the word “Activated” appears in the product panel.



### Check Activation Status (iLok License Manager)

To check the activation status using the [iLok License Manager](#):

1. Download and install the iLok License Manager, available [here](#).
2. Login with your iLok account details.
3. Click on the tab named “All Activations”, then check to see if your product shows up in the list.



## The computer system containing my licenses is damaged or has been replaced, what can I do?

**Summary:** Contact EastWest's Licensing Department directly.

### Contact EastWest Licensing Department

In order to retrieve licenses that have been damaged or lost, please contact EastWest's Licensing Department directly for a replacement at the email address below.

EastWest Licensing Department: [licensing@eastwestsounds.com](mailto:licensing@eastwestsounds.com)



Pace, the developers of the iLok Security System, are unable to replace lost or damaged product licenses.



## How Are Instruments loaded?

**Summary:** All Play users can load Instruments from Play’s Browser view, but Play 6 users have the option to browse in a new Database area in addition to the traditional Libraries area. See the Instructions that correspond to the version of Play that is currently installed.

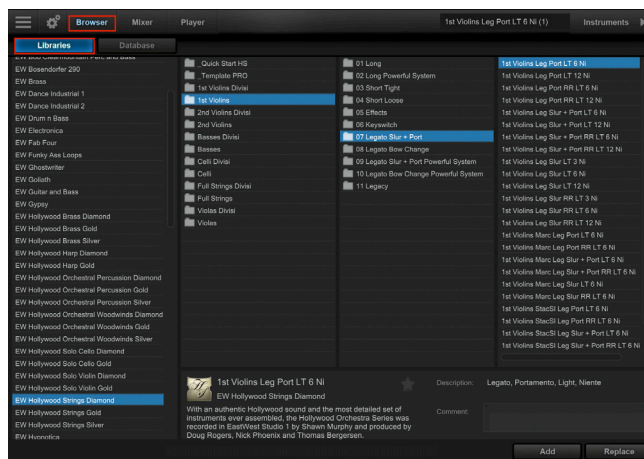
### Loading Instruments for Play 6 Users

Instruments can be loaded from either of the two areas available in Play’s Browser view:

- **Libraries** allows you to browse for instruments within their original Play Library file structure. Existing Play users will be familiar with this one.
- **Database** allows you to conduct a direct search with key words, or narrow down search results by selecting attribute tags across a variety of categories.

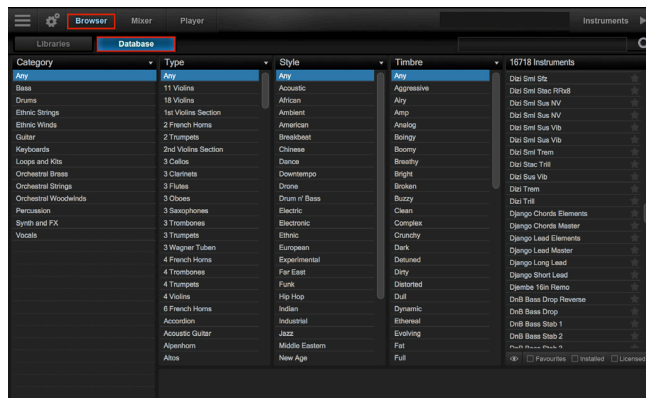
### How to Load Instruments with the Libraries Browser

1. Navigate to the Browser view and click on the ‘Libraries’ tab.
2. Select a Play Library from the left column of the Browser view that displays all installed Play Libraries
3. Navigate through the sub-folders in the two middle columns that display the contents of the main library folder until you reach the instrument files that populate in the far-right column.
4. Select the instrument name in the far right column of the Libraries Browser, then click either the ‘Add’ button or the ‘Replace’ button. The ‘Add’ button, or double-clicking while holding [shift + control], will add the instrument to the existing loaded instruments. The ‘Replace’ button, or simply double-clicking, will replace the currently selected instrument with the new one.



## How to Load Instruments with the Database Browser

1. Navigate to the Browser view and select the 'Database' tab.
2. Select among the various Database categories to narrow the search results that populate in the Results List in the far-right column.
3. Select an instrument name in the Results List located in the far right column of the Database Browser, then click either the 'Add' button or the 'Replace' button. The 'Add' button, or double-clicking while holding [shift + control], will add the instrument to the existing loaded instruments. The 'Replace' button, or simply double-clicking, will replace the currently selected instrument with the new one.



## Loading Instruments for Play 4 and 5 Users

There were significant changes made to the user interface design beginning with the release of Play 6. Please see instructions below, as these changes mean loading instruments in earlier versions of Play differs slightly.

1. While in the Player view, click the Browser button in the upper right area of the Play 4 or 5 interface.
2. Navigate to the Favorites window in the lower-left where all installed Play Libraries populate.
3. Click on the desired product to navigate through the sub-folders until you reach an Instrument file [.ewi].
4. Highlight the Instrument and click 'Add'. Or simply double-click on the Instrument.



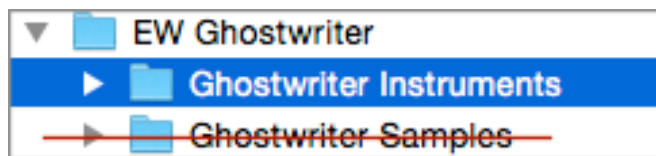
## Why can't I load sounds from the Samples folder?

**Summary:** Each Instrument is made up of a collection of samples, but Sample files themselves can't be accessed directly.

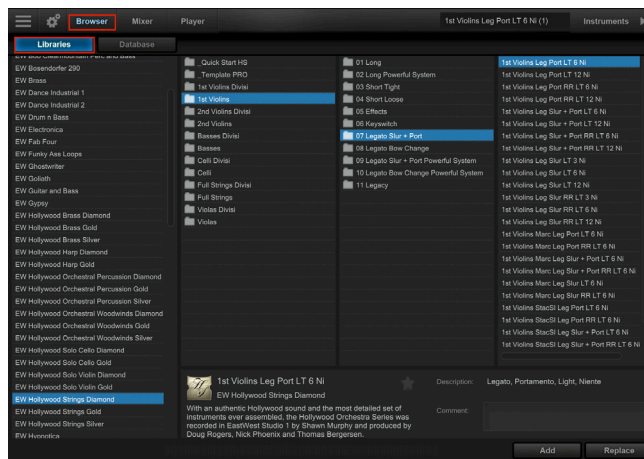
### How Instruments and Samples Work

Each Play Library contains a Main Library folder (see 'EW Ghostwriter') that is made up of an Instruments folder and a Samples folder.

Each instrument file is made up of a collection of many individual samples, which while themselves cannot be accessed directly, are loaded into Play when an instrument file is loaded from within Play's Browser view.



The left column in Play's Browser view contains a list of all installed Play Libraries, each of which have a directory path that is connected to each product's Instrument folder. The sub-folders within an Instrument folder appears in the middle columns, with the instruments themselves populating the right column.



## How many instruments can I load into Play?

**Summary:** When using Play in a multi-timbral fashion, that is, when loading multiple instruments into a single instance of Play, the number of instruments is only limited by the power of your computer and availability of MIDI ports within your computer system and/or DAW.

### Loading Multiple Instruments

When being used in stand-alone mode, Play allows you to select a MIDI port, a MIDI channel, and an audio output for each loaded instrument. MIDI spec allows for 16 MIDI channels per MIDI port, with the number of MIDI ports available on your system determined by the MIDI interface installed on your system. In many cases, an Audio interface will include MIDI functionality.

When being used as a plug-in, Play can be setup in a multi-timbral fashion is determined by the DAW itself.

See Chapter 5 of the [Play 6 User Manual](#) to learn more.

### How to Use the Instrument Selector

The Instrument Selector field displays the current instrument selection (highlighted in green), which when clicked on will reveal a drop-down menu showing all loaded instruments and their MIDI channel assignments. A check-mark indicates the current selection. Clicking on an instrument will make it the current selection, and the Player view will change accordingly.





## How do I save changes I've made to an instrument?

**Summary:** To save changes made to an instrument, click on the Main Menu, select 'Save As...', then proceed to name and save the file.

### Use the 'Save As...' Option

You can save a single instrument -- or group of instruments -- as an instrument file (ewi). The instrument file will retain any settings that are changed in the instrument, and will save all currently loaded instruments (effectively creating a multi).

We recommend using the 'Save As...' option so that you don't overwrite the original file, which contains instrument settings by EastWest.

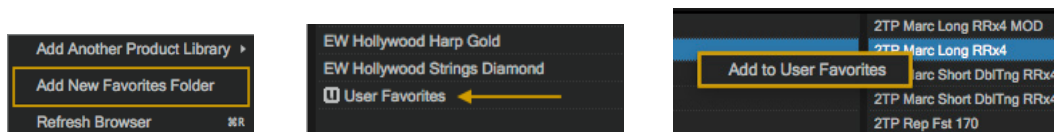


## Can I save my favorite instruments to a single location?

**Summary:** Yes. Instruments can be saved to a single location in Play's Browser. Please see the instructions below based on the currently installed version of Play (check the Main Menu > About to find out this information).

### Saving a Favorite Instrument For Play 6 Users:

1. Right-click in the left column of the Libraries browser and select 'Add New Favorites Folder' from the menu.
2. Enter a folder name ("User Favorites" in this example) and click 'okay' to create it.
3. To add an instrument to this location, right-click on an instrument name in the far-right column and choose the option 'Add to [folder name]'.



### Saving a Favorite Instrument For Play 4 and 5 Users:

1. Click the "New" button just below the Favorites window in Play's Browser.
2. When a dialog window pops up, enter a name for the folder and press 'OK' to create a new directory in the Favorites window.
3. To add an instrument to that location, right-click on the instrument file (.ewi), and in the "Add to..." pop-up menu, choose the folder you just created.

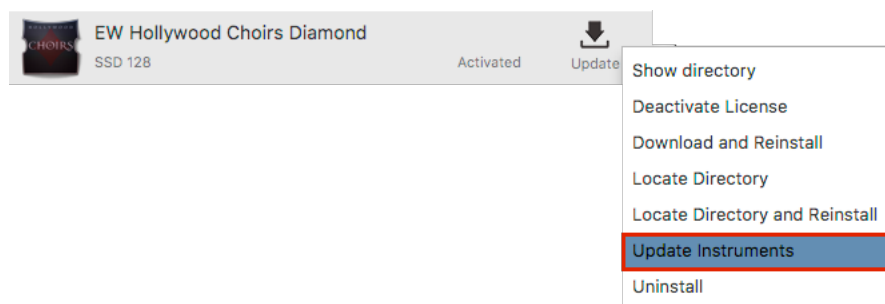
## How can I tell if I have the latest Instruments and Samples Updates installed?

**Summary:** Run the 'Update Instruments' option in the Tool menu of the Installation Center.

### Run the Latest Instrument Updates

Simply run the latest update from the Installation Center again:

1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Download and install the latest Instrument Updates by clicking on the 'Update' button, or click on the gear icon to reveal the drop-down menu and select 'Update Instruments'.



Play Libraries downloaded through the Installation Center include the latest updates for both Instruments and Samples. Play Libraries installed from older DVDs or HDDs, however, will need to be updated.

## Will Instrument Updates affect my existing projects?

**Summary:** No.

### **Instrument Settings are Saved in your DAW**

Existing instrument files loaded into a project file, and their respective parameter settings, are saved within the DAWs project file itself.

This means that after running an instrument or sample update, your project will still load the original instrument file, because it is saved with the project itself.

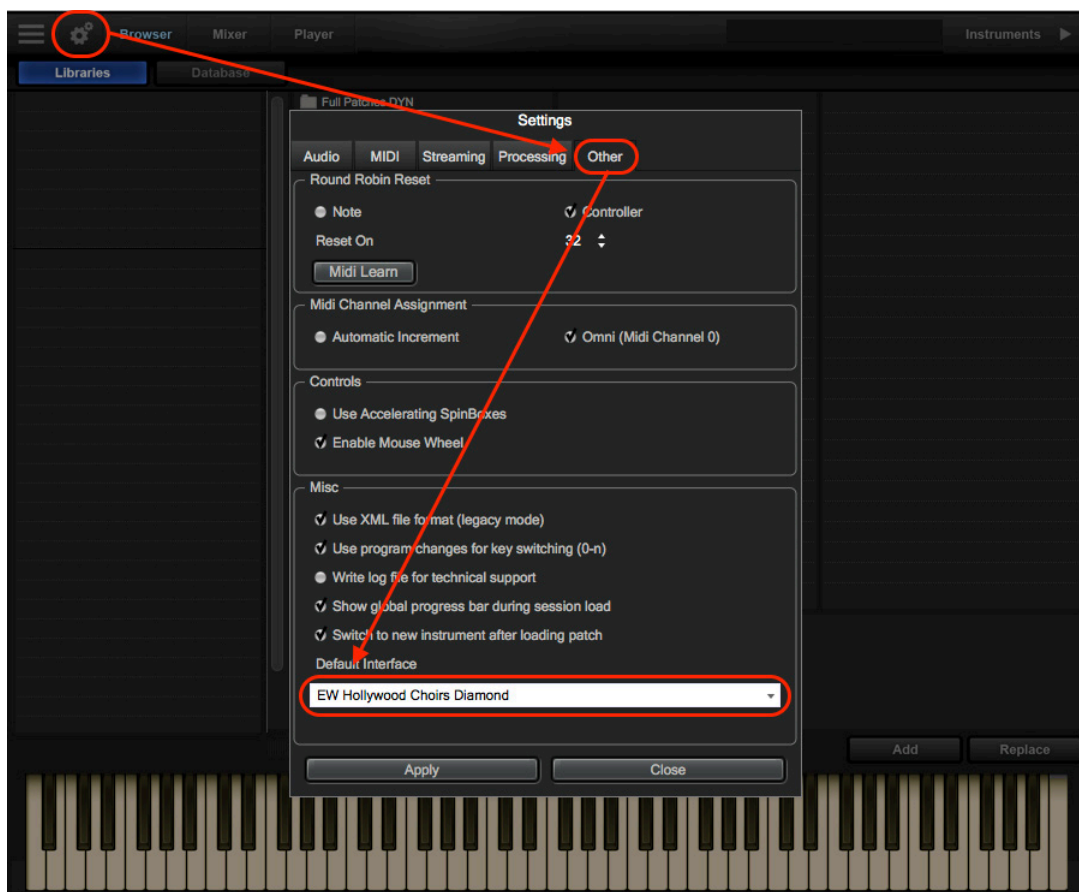
In order to update your project file after running an instrument or sample update, you need to re-load instruments from Play's Browser (where the instrument files has been updated) into your project to ensure they are from the latest instrument set available.

## Can I choose the interface Play displays upon launch?

**Summary:** Yes.

### Select a Default Interface

To select a specific Play Library interface as the default load state upon launching Play, launch Play in stand-alone mode, then go to the Settings menu in the top-left corner of the Play interface, and click on the “Other” tab. At the bottom of the window you can select the Play Library interface that you’d like to appear when Play launches upon startup.



## What if a Play Library doesn't appear in the Browser window?

**Summary:** To manually set the directory of a Play Library to appear in Play, you can either use Play itself, or the Installation Center.

### Use the 'Locate Directory' Option

In order to load instruments from a given Play Library in Play, its directory path must be set. Normally, the directory path is established automatically during the installation process, however if it does not appear, follow the instructions below using either the Installation Center or directly in Play.

#### Via the Installation Center

1. Launch the Installation Center and Login.
2. Hover your mouse over the Product panel to reveal the Gear icon to the far-right and click on it, then click on "Locate Directory and Reinstall" from the pop up menu.
3. When the window asks you to "Select the Instrument Directory" for the product, navigate to the Instrument folder (within the Main Library folder), highlight it, and click "Open".

#### Directly in Play

1. Launch PLAY in stand alone mode.
2. Click the Browser button located near the top of the PLAY interface.
3. In the lower-left corner of PLAY find the Favorites window pane. Click on the Favorites Tab.
4. Right-click or control-click in the Favorites window and select "Add Another Product Library" from the pop up menu.
5. Find your product title from the list and click on it. If your product isn't listed here either or no list appears, use the Installation Center to add your Favorite.
6. This will bring up a window that asks you to "Select the Instrument Directory" for the product.
7. When the window asks you to "Select the Instrument Directory" for the product, navigate to the Instrument folder (within the Main Library folder), highlight it, and click "Open".

## How can I resolve sample loading errors when launching a project containing Play?

**Summary:** If you receive “a sample can not be found” or “the sample path is not valid” error when loading a project or when attempting to load an instrument, ensure the directory path for that Play Library is setup correctly, and run latest instrument update for it.

### Use the ‘Locate Directory’ Option

In order to load instruments from a given Play Library in Play, its directory path must be set.

1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Navigate through the product panels until you reach the Play Library in question, then hover your mouse over the product panel to reveal the Gear icon to the far-right and click on it, and select “Locate Directory and Reinstall” from the pop up menu.
4. When the window asks you to “Select the Instrument Directory” for the product, navigate to the Instrument folder (within the Main Library folder), highlight it, and click “Open”

### Run the Latest Instrument Updates

An outdated instrument folder maybe be causing problems. Follow the steps to run the latest Instrument Update.

1. Download and install the latest Instrument Updates by clicking on the ‘Update’ button. If an update button does not appear, right-click on the gear icon to reveal a drop-down menu and select ‘Update Instruments’ to force the update.
2. If the problem is occurring in a project you will need to reload the instrument for the update to take effect

## Can I spread Play Libraries across multiple hard drives?

**Summary:** Yes. If you require large instrument setups, dispersing Play Library content across multiple hard drives or multiple computers is the best way to prevent bottlenecks in performance.

### Understanding How Play Libraries Are Organized

Before beginning, it's important to understand how Play Libraries are organized to ensure that the file structure is retained when dispersing Play Libraries across multiple drives. Each hard drive should have a Play Libraries folder and within that, the Main Library folder for the specified Play Library containing its Instruments and Samples folder. Here's an example:

#### Hard Drive 1

Play Libraries  
 EW Hollywood Strings Diamond (Main Library folder)  
 Hollywood Strings Instruments  
 Hollywood Strings Samples

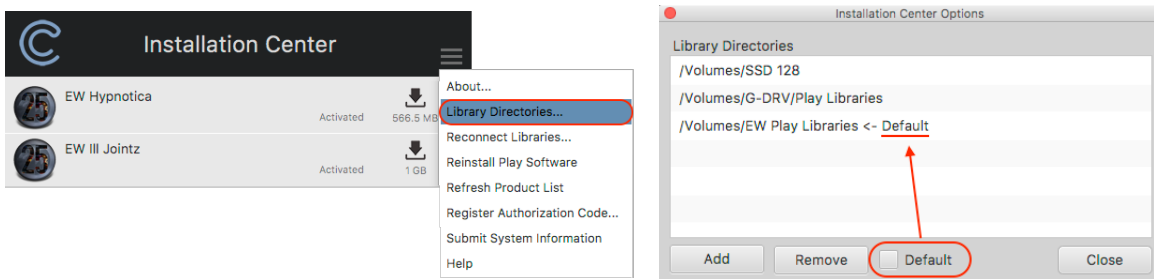
#### Hard Drive 2

Play Libraries  
 EW Hollywood Brass Diamond (Main Library folder)  
 Hollywood Brass Instruments  
 Hollywood Brass Samples

### Downloading a Play Library to specified location via the Installation Center

If you're downloading a Play Library from the Installation Center, you can define the directory path to download the Play Library to as follows:

1. Click in the Main Menu in the top-right of the Installation Center and choose "Library Directories..." from the menu options.
2. To add a directory, click the 'Add' button and navigate to the Play Libraries folder one of the hard drives and click 'Open'. Repeat this step to add an additional directory on the other hard drive.
3. With more than one directory path established, a 'Default' path needs to be selected. Simply highlight the directory and click the 'Default' button. Play Libraries will be downloaded to the 'Default' Library Directory.





## Moving an existing Play Library to a new hard drive

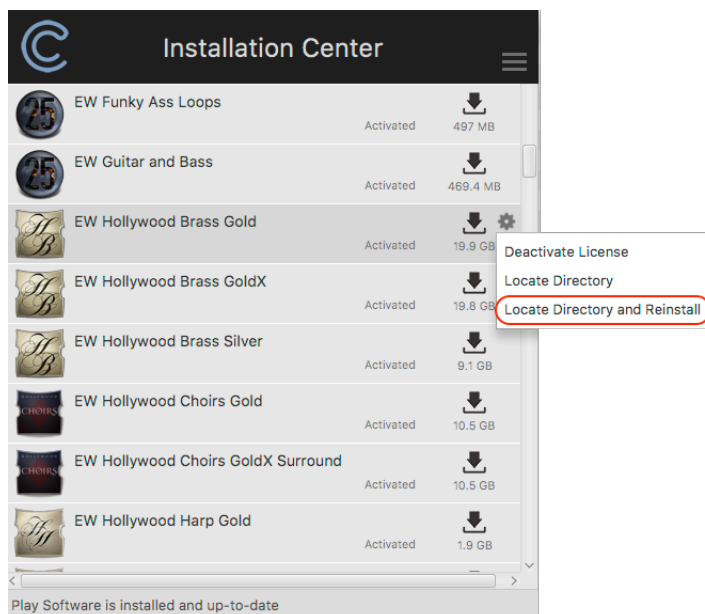
If a Play Library is already downloaded to an existing location and you'd like to move them to a different one, follow the steps below to copy the contents to the new location (do this for each Play Library you'd like to move).

1. Create a Play Libraries folder at the new location.
2. Drag the Main Library folder for a given product from it's existing location and drop it inside the new Play Libraries folder on the other drive.

## Use the 'Locate Directory' Option

The final step is to link the new directory path of the Play Library to Play.

1. Hover your mouse over the Product panel to reveal the Gear icon to the far-right
2. Click on this Gear icon, then click on "Locate Directory and Reinstall"
3. This will bring up a window that asks you to "Select the Instrument Directory" for the product
4. Navigate to the product's Main Library folder, highlight it, and click "Open".
5. Repeat steps 1-4 for each Play Library.



## What's the best way to bounce my project to audio?

**Summary:** To best way to ensure your project bounces to audio without any glitches or drop outs is to use a real-time bounce.

### Use a Real-Time Bounce

If you continue to experience notes dropping out or artifacts like clicks and pops when doing a real-time bounce, try raising the audio buffer setting in the DAW being used. Please see your DAWs documentation for details.

## Do I need an audio interface?

**Summary:** No. While recommended for superior reliability, audio quality and performance, an audio interface is not necessary.

### Use a Built-in Sound Card

If a dedicated audio interface is not available, the minimum requirement calls for a built-in sound card compatible with CoreAudio (MacOS) or and ASIO Driver (Windows).

If the sound card that came with your Windows computer does not have an ASIO driver installed, you can use a free ASIO driver available at the following link: <http://www.asio4all.org/>

## Where is the plugin version of my product?

**Summary:** Look for Play in your plug-in list, not individual products.

### Look for Play in the Plug-in List

All Play Libraries load inside Play with a unique graphical user interface, but they are not separate plug-ins themselves.

Play enables you to load instruments from any Play Libraries into a single instance of Play. Once loaded, use the Instrument Selector and click on an instrument to make it the current selection.

The user interface will always reflect the currently selected instrument, which appears with a check-mark to the left of the Instrument name within the Instrument Selector (highlighted in green below).

This allows you to use any Play Library in a multi-timbral setup (that is, having multiple instruments loaded into a single instance of Play) while still retaining custom user interface controls for each instrument.



## How do I use PLAY as a plugin inside my DAW?

**Summary:** For step by step instructions on how to load Play as a plugin within your DAW, please see the [Play 6 User Manual](#).

### See the Play 6 User Manual

These instructions are available for the DAWs listed below, and also include steps for setting Play up as a multi-timbral instrument.

- Logic X
- Pro Tools
- Cubase
- Live
- Digital Performer
- Garage Band

## What can I do if the Play plug-in doesn't appear in my DAW?

**Summary:** Use the plug-in manager within your DAW to re-scan the plug-in list.

### **Rescan the Plug-in Directory**

If Play does not show up as a plug-in within the DAW, it may have failed to pass plug-in validation. In this case, you may have to use the DAW's plug-in manager to manually scan the plug-in list.

Each DAW handles this differently, so please refer to the DAW's documentation on how to re-scan your plugin list. If the problem persists, please contact EastWest technical support.

## Where does the Play VST plug-in get installed on Windows?

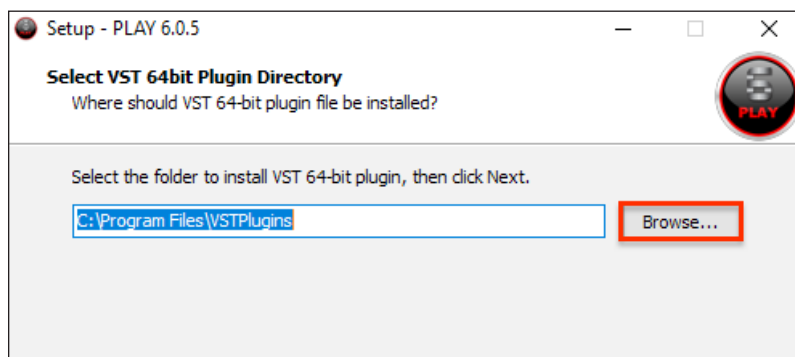
**Summary:** The default install location for the Play VST plug-in on Windows operating systems is: C:\Program Files\fstplugins. The Play software installer allows the selection of a custom location, in case the DAW you're using refers to a different directory, or if you have a custom VST plug-in folder.

### The Default Location for the Play VST Plug-in

By default, the Play software installer defines the location for the Play VST plug-in in the following directory: C:\Program Files\fstplugins.

### Selecting a Custom Location for the Play VST Plug-in

If the DAW you wish to use has a VST plug-in location that differs from the default install location that the Play software defaults to, or you wish to install the Play VST plug-in into a custom VST plug-in location, click the 'Browse...' button while in the 'Select VST 64-bit Plugin Directory' dialog and navigate to the desired location and select it.



The Play software installer will remember the custom location you choose by recording the selected directory path into a registry file that future Play software updates reference in order to properly update the Play VST plug-in to the latest version.



**IMPORTANT!** If the Play VST plug-in is manually moved from its default location (as opposed to changing the install path in the installer itself) the Play software installer will not remember this location. This means when running future Play software updates, multiple versions of Play will be installed, resulting in conflicting version numbers. Use the option in the installer instead!

## How does running Play in 64-bit help me?

**Summary:** 64-bit systems have a near limitless theoretical RAM limit, making them essential for building large instrument templates. 32-bit systems, on the other hand, are limited to approximately 4 gb of RAM.

### Nearly Limitless Access to RAM

To take advantage of a 64-bit system's nearly limitless access to RAM, the computer's operating system, the DAW, and plugins all need to be 64-bit.



Play 5 and above are only available as a 64-bit plug-in (a 32-bit version is not available).



## What can I do if an instrument isn't playing correctly?

**Summary:** Read the instrument descriptions in the library-specific user manuals for details on how the instrument is programmed, and run the latest instrument update to ensure all known compatibility issues and fixes are current.

### Understanding How Instruments Are Designed

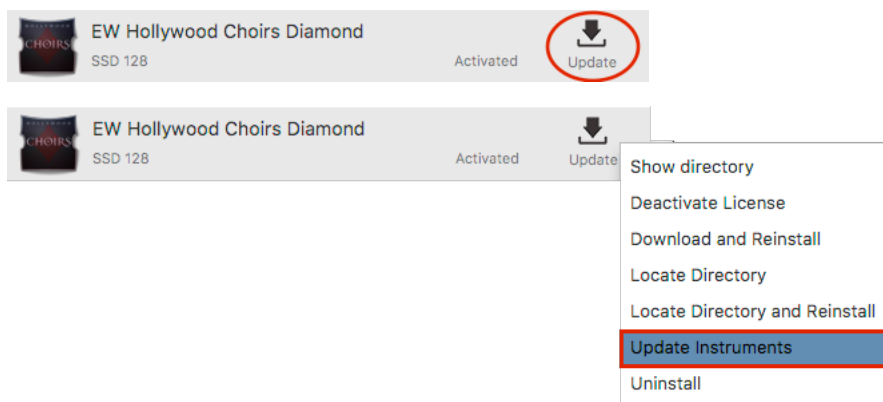
Play Libraries are programmed with custom performance scripts, mod-wheel settings, and use MIDI CCs (Continuous Controllers) to control a variety of parameters that enable real-time control for realistic playback. Instrument descriptions containing details about how instruments are programmed are available in the library-specific user manuals.

See the [EastWest User Manuals](#) to learn more.

### Update Instruments to Ensure Compatibility

Make sure that you run the latest Instrument and Sample updates available for the specified Play Library, as they contain the latest fixes, tweaks and compatibility requirements.

1. Download and install the EW Installation Center, available [here](#).
2. Login with your East West / Soundsonline Account details.
3. Download and install the latest Instrument Updates by clicking on the 'Update' button, or click on the gear icon to reveal the drop-down menu and select 'Update Instruments'.



## How can I resolve clicks and pops during playback?

**Summary:** Try raising the buffer setting in your DAW, or freeze tracks to audio.

### Raise the Audio Buffer Size

If you hear glitches while playing back your sequence you will likely need to raise the buffer size in your DAW's playback settings. Raising the buffer gives your computer more time to process resource intensive plugins and effects.

The tradeoff for improved performance is an increase in latency, which you will notice as the delay of time from when you depress a key on your MIDI controller and when you hear a note.

### Render Tracks to Audio (Freeze Tracks)

If raising the buffer size isn't possible, consider using a track freeze option on tracks that you've finished working on. This is a standard feature in any modern DAW, and essentially renders the plugin to audio so that the processor doesn't have to playback the plugin in real-time. This will help alleviate CPU and disk usage, and may enable you to continue working at lower buffer settings.

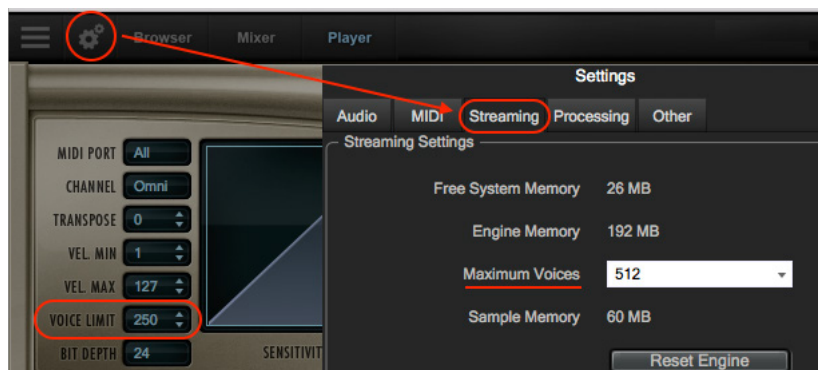
## How can I avoid dropped notes during playback?

**Summary:** It may be that your computer isn't capable of streaming the amount of instruments you'd like, but there are settings detailed below that can be adjusted which may help improve performance.

### Raise the Voice Limit and Maximum Voices

If an instrument exceeds its Voice Limit, voices will begin to drop out. You can raise the voice limit of an individual instrument on the Player page of Play.

There is also a setting that adjusts the Maximum Voices for all instruments loaded. This is the maximum number of voices that all loaded instruments within all Play instances can stream simultaneously. To adjust this, go to the Settings menu (gear icon) and click on the Streaming tab and click in the drop-down menu to adjust this value.



Raising the voice limit requires more system resources, particularly the global Maximum Voices setting.

### Disable Overload Protection

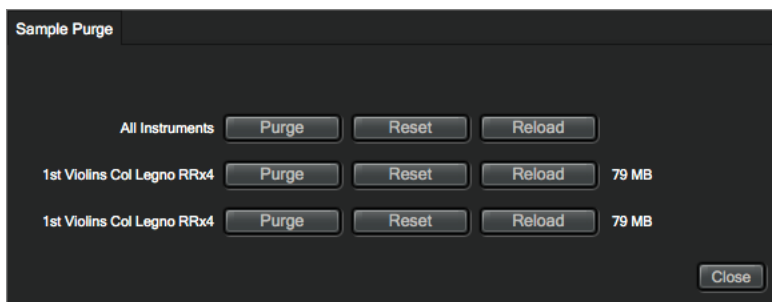
In some cases disabling Overload Protection can help with dropped notes. To turn this off, go to the Settings menu, select the Overload tab, then click the check-mark box and click on the Apply button. If you find that this does not help, you may want to re-enable this option.

## Use the Sample Purge Feature

If all else fails, try using the Sample Purge feature to free up memory by removing samples from memory that are not being used. To access this feature in Play 4 and 5, click in the Main Menu, then scroll down to the Advanced Instrument Properties and open the Sample Purge tab. In Play 6, simply click in the Main menu and scroll down to Sample Purge option.

Once you've arrive at the Sample Purge window, follow the procedure outlined below to remove unused samples from memory (RAM).

1. Click the Reset button to clear the existing notes played so far
2. Playback the sequence in your DAW
3. Click Purge to remove any samples that have not been played since you last hit the Reset button to remove them from memory.



If you try to play a note that has been purged from memory you will not get any sound. Click the Reload button to load the samples back into memory.

## How can I achieve optimum performance when streaming samples from a hard drive?

**Summary:** In order to achieve the optimum performance, the hard drive itself and the connection (port) it's connected to must be considered. There are also some simple maintenance practices that make hard drives run more efficiently.

### General Guidelines

To begin, we recommend using a dedicated hard drive to stream samples from (one that is not your main system drive). A system drive's disk activity is always busy accessing the operating system and project files, so a dedicated drive means the content will be indexed efficiently.

It's also recommended that the hard drive is not filled to capacity, as it will begin to suffer performance issues. Keeping 15-20% of your drive space free is a good rule of thumb.

Many Play Libraries also provide "lite" or "LT" instruments or are released in smaller editions (Gold and Silver) that that require less resources and allow less capable systems access to the same basic soundset.

### Drive Types

Hard Disk Drives (HDD) come in two speeds: 5400 and 7200 RPM. So-called "green" drives typically run at 5400 RPM (to conserve energy), but at the cost of performance. Play Libraries require at least a 7200 RPM hard drive.

Solid State Drives (SSD) are highly recommended because access times are much faster than traditional mechanical drives (HDD). This means that both load times and streaming performance are significantly improved.

If you plan on using an SSD, make sure the connection type that the drive is connected to is capable of taking advantage of the extra speed. On the other hand, if the SSD is connected to the latest generation of USB 3.1 or Thunderbolt, the limiting factor will be the SSD itself, which can typically achieve about 500 mb/s read speeds.

### External Connection Types

Older connections like Firewire 400 and USB 2.0 only offer 40 MB/s, and Firewire 800 only offers a modest improvement with about 80 MB/s. In this scenario, the connection type itself, not the SSD, is the bottleneck.

The first generation of USB 3.1 (previously known simply as USB 3.0) offers a big performance boost over its predecessor with up to 625 MB/s, or 5 gigabits. The second generation of USB 3.1 doubles that transfer rate with up to 1,250 MB/s, or 10 gigabits.

Thunderbolt currently has 3 revisions. Thunderbolt 1 offers 10 gigabits per second (gb/s), Thunderbolt 2 offers up to 20 gb/s and Thunderbolt 3 offers up to 40 gb/s.



## USB TYPE-A

Used by USB 2.0 and USB 3.1 generation 1 (blue connector color distinguishes USB 3.1)



## USB TYPE-C

Used by USB 3.1 generation 2 and Thunderbolt 3 (both protocols compatible with same cable).



## Thunderbolt 1 and 2

Custom connection used by generation 1 and 2 of Thunderbolt



Thunderbolt 3 and USB 3.1 generation 2 both now use the same connection type, called USB-C. Previous versions of Thunderbolt used a custom square connector, and previous versions of USB used the common rectangular “Type A” connector.

## Can I stream samples from the sound data hard drive I purchased through Soundsonline.com?

**Summary:** While we generally recommend using the sound data hard drive only as a backup solution, it is possible to stream samples from it as long as your computer has a USB 3.0 connection.

### Use a USB 3.0 Connection Type

To obtain satisfactory performance from the supplied hard drive, your computer must have a USB 3.0 connection type. If your computer does not have USB 3.0 currently, there are ways to upgrade it:

- By installing a USB 3.0 ExpressCard in compatible laptops
- By installing a PCIe Card in compatible desktops

### Transferring Play Libraries to an SSD

For optimum performance, we recommend transferring the Play Libraries to a Solid State Drive (SSD) and keeping a backup on the supplied hard drive. This enables you to run the most demanding Play Libraries and will significantly cut down on loading time as well as boost overall performance.

Make sure the SSD is connected using either a USB 3.0 or Thunderbolt connection for external enclosures, or via SATA III or on a PCIe card for internal connections to take advantage of the speed offered by SSDs.

## How can I improve the performance of my Mac Pro Tower?

**Summary:** Installing an expansion card into the PCIe bus and using 2 SSDs in a RAID 0 configuration enables you to achieve transfer speeds up to 800 mb/s.

### Upgrade with an SSD Expansion Card

Older Mac Pro towers and some older PCs use external connection types like USB 2.0, Firewire 400 and Firewire 800, while their internal hard drive bays use SATA II connections, none of which take full advantage of the speed offered by SSDs.

A way around this is to install an expansion card into a PCI-e slot (see below). The biggest boost in performance is provided by SATA III interface cards that connects up to two 2.5" SSDs. When used in a RAID 0 setup, speeds of up to 800 mb/s can be achieved. This is much greater than the 300 mb/s offered by SATA II interface.

Please consult a computer system specialist to help setup the best scenario based on your needs, including various RAID solutions.





## What can I do if there's an interruption while downloading a Play Library?

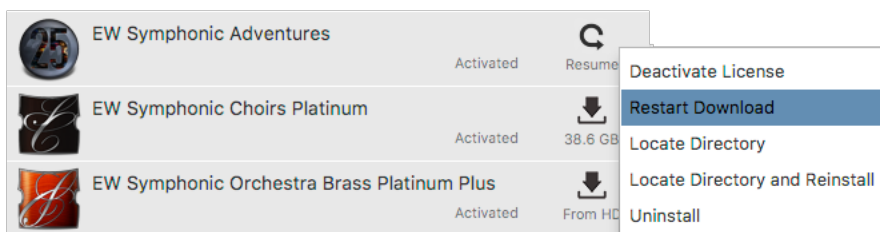
**Summary:** If the download process has stalled when using the Installation Center and using the 'Resume' button doesn't help, use the 'Restart Download' option in the Tool menu.

### Use the Restart Download Option

If you believe your download has stalled and using the 'Resume' button has failed, try using the 'Restart Download' option.

The 'Restart Download' option will trash the partially downloaded content and allow you to begin the download process again.

It can be found in the Installation Center by hovering your mouse over the product panel and clicking on the gear icon that appears on the right. This will reveal the 'Restart Download' option in the Tool menu.



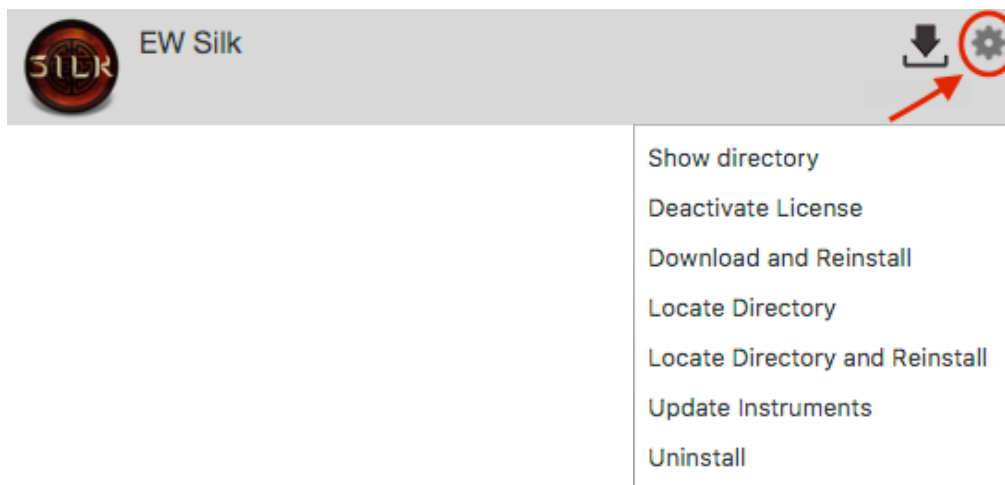
## What can I do if a Play Library did not download correctly?

**Summary:** If the download process has finished, but the zip packages failed to unpack, or they unpack but there is content missing, you must manually delete either the packed or unpacked content and then use the 'Download and Reinstall' option to begin downloading fresh.

### Use the Download and Reinstall Option

To begin, first manually delete all the zip packages that failed unpack, or the unzipped files that failed to download correctly. Once the files have been deleted and the trash bin emptied, proceed to the next step.

Find the 'Download and Reinstall' option in the Tool menu of the Installation Center by hovering your mouse over the product panel and clicking on the gear icon that appears on the right. Click on this option to download and reinstall the product.



## How do I transfer my Play Libraries to a new hard drive?

**Summary:** Simply drag and drop the Play Libraries from one hard drive to another, then use the ‘Locate Directory and Reinstall’ option to link the new directory to Play.

### Understanding How Play Libraries Are Organized

The first step is to understand the file structure of Play Libraries to avoid missing sample errors. At the top level is a Play Libraries folder, and within that each products Main Library folder, each of which contain an Instruments and a Samples folder. Below is an example using Hollywood Strings Diamond:

#### Play Libraries

- EWQL Hollywood Strings Diamond (Main Library folder)
  - Hollywood Strings Instruments
  - Hollywood Strings Samples

### Transfer Play Libraries to a New Location

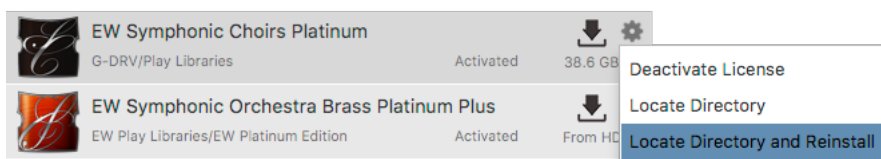
The next step is to transfer some or all of the Play Libraries to the new location. To begin, create a Play Libraries folder on the new drive, then highlight the Main Library folders of the Play Libraries you wish to transfer from their existing location and drag them into the newly created Play Libraries folder at the new location. This will begin the process of transferring the content to the new location.

### Use the ‘Locate Directory’ Option

The last step is to re-establish the directory path for the Play Libraries that have been moved to the new location. To do this, please follow these steps:

1. Hover your mouse over the Product panel to reveal the Gear icon to the far-right
2. Click on this Gear icon, then click on “Locate Directory and Reinstall”
3. When a window appears that asks you to “Select the Instrument Directory”, navigate to the product’s Main Library folder, highlight it, and click “Open”.
4. Repeat steps 1-4 for each Play Library.

Once the directory has now been re-established, instruments can be loaded from the Browser view in Play.



## Why is it taking so long to download the Play Library content?

**Summary:** The content size of Play Libraries are typically many gigabytes large, but the problem could be your internet connection.

### Amazon Servers

We use Amazon AWS servers, one of the fastest networks in the world, but there are many factors that can negatively influence the speed with which data can theoretically travel from the connection point to your location.

### Highly Detailed Sample Content

Play Libraries contain lots of highly detailed samples. With multiple mic-positions, up to 16 velocity layers and round robin variations, the gigabytes can add up. Keep your eye on the progress bar, and try leave it downloading overnight.

### Possible Solutions

If you can't improve the speed of your internet connection, here are some possible solutions:

- Reboot your modem or router
- Order CC Gold or CC Plus Sound Data Hard Drive at [Soundsonline.com](http://Soundsonline.com)



Having a 100 mb/s internet connection does not guarantee you will get that download speed. There are factors that can negatively influencing download speeds, such as the server not being able to serve the file at that speed, or the line to the connection point being shared with a number of other users.

## How do I move Play Libraries to a new computer?

**Summary:** The steps below involve transferring a product license (activation), installing software (Play) and moving content (Play Libraries) to a new computer.

### Step 1: Transfer Play Libraries to a New Location

To begin, move the Play Libraries content to a new location by dragging them from their existing location and dropping them onto a new hard drive to begin the transfer of files.

If you're using the same hard drive where Play Libraries are currently stored with a new system, simply hook up that hard drive to your new computer.

#### See the related FAQs below for more information:

- How do I transfer my Play Libraries to a new hard drive?
- How can I achieve optimum performance when streaming samples from a hard drive?

### Step 2: Download the Installation Center and Login

Next, download the Installation Center from the 'Software & Product Updates' page of EastWest's Support Center at the following link: <http://www.soundsonline.com/Support?section=updates&article=>

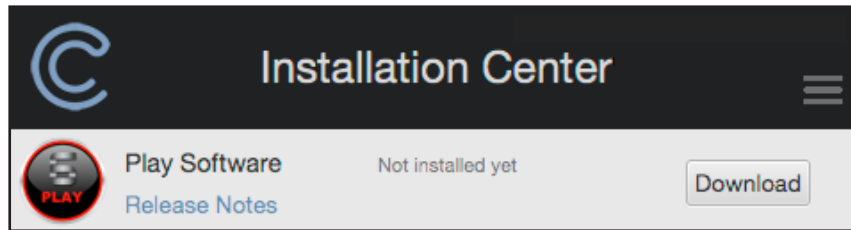
The installer will automatically launch, allowing you to proceed through the prompts to complete the installation. The Installation Center will open automatically after installation, and can be opened in the following directory:

- **(MAC)** (MacHD) /Applications/East West/EW Installation Center
- **(WIN)** C:\Program Files\East West\EW Installation Center

Once you have downloaded and installed the Installation Center, login with your EastWest / Soundsonline Account information (created when you purchased your product). Please allow a moment as it updates your product licenses, etc.

### Step 3: Install the Play Software

Near the top of the Installation Center, click the 'Download' button in the Play Software panel. When the download is complete, the installer will automatically launch. Proceed through the prompts to complete the installation.



### Step 4: Deactive and Reactivate Product Licenses

If your license(s) are activated on the computer you're moving from (called a machine license) you'll need to deactivate the existing machine license first, which frees it to be activated to a new computer.



If your license(s) are deposited on your iLok key, simply move the key to the new computer and you're ready to go.

**a) Deactivate License:** To deactivate an existing machine license, launch the Installation Center on your old computer, and go to a product in the list. Hover your mouse over the product and click on the gear icon that appears. From within the Tool Menu choose "deactivate". This will bring up a window that asks you to choose the location to deactivate from. Choose your computer, then close the window.

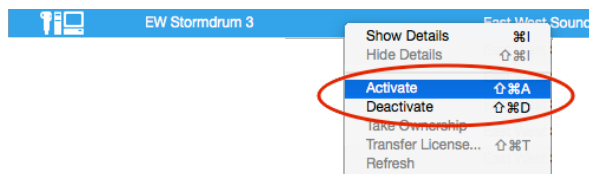


ComposerCloud users only need to deactivate one product within the collection to deactivate the ComposerCloud license.

**b) Reactivate License:** Now it's time to activate your license(s) on the new computer. In the Installation Center, click the "Activate" button near the top and you'll be given the option to activate your license on your registered iLok key or as a machine-based license. Make sure your iLok key is plugged in if that's your preferred option. If you don't have an iLok key, simply click the computer icon to activate a machine-based license.

**c) Using iLok Manager to manage activation:** If you prefer to complete Step 4 with the iLok License Manager instead of the Installation Center, please see the following steps:

1. Click on your the location of your license in the left-column.
2. Find your license in the right-hand window, right-click on it and select “Deactivate.”
3. Confirm the dialog that pops up.
4. Click on your username at the top left and then on the “Available” tab at the top.
5. Find your license in the list, right-click it and select “Activate.”
6. Select the location to activate and confirm.



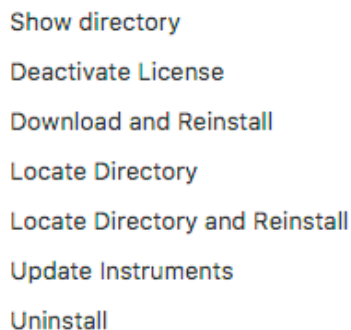
## Step 5: Use the Locate Directory Option

The last step when moving to a new computer is to establish the directory path between Play and each product’s Library. Once a directory path has been established, sounds can be loaded from within Play’s Browser view.

1. Hover your mouse over the Product panel to reveal the Gear icon
2. Click on this Gear icon, then click on “Locate Directory and Reinstall



3. This will bring up a window that asks you to “Select the Instrument Directory” for the product.
4. Navigate to the product’s Instrument folder (within the Main Library folder), highlight it, and click “Open”
5. Repeat steps 1-4 for each Play Library.



## What Can I Learn from the Quick Reference Guides?

**Summary:** These guides contain only the most essential information to get you started quickly. The bullet points below list some of the topics covered in each guide.

### Composer Cloud

This guide contains the following information:

- a comparison of the currently offered ComposerCloud plans
- a chart detailing the space requirements for libraries within those plans
- how to download, install and activate your ComposerCloud subscription

Read the ComposerCloud FAQ: <http://www.soundsonline.com/composercloud>

### Installation Center

This guide covers how to:

- download and install the latest software updates
- download and install Play Libraries and instrument updates
- activate new product licenses
- manage your product catalog and more!

Download the Installation Center: <http://www.soundsonline.com/Support?section=updates>

### The Play 6 System

This guide covers how to:

- navigate around the Play 6 user interface
- achieve realistic performances using MIDI CCs
- optimize the streaming engine for best performance

### Play Libraries

This guide contains the following information:

- the amount of space required for each Play Library
- a comparison of Play Library editions -- Silver, Gold, Platinum, Diamond
- the Play Libraries included in different ComposerCloud subscriptions

### WordBuilder

This guide contains the following information:

- an overview of new features included in WordBuilder
- how to setup WordBuilder in stand-alone and as a plug-in
- quick “how to” instructions for using various WordBuilder features
- a glossary of the Votox phonetic symbols that unlocks the power of WordBuilder



## Where can I find the User Manuals?

**Summary:** Read below for details on what information each type of User Manual contains and where you can find it.

### Online and Offline Locations

User Manuals can be found in multiple locations, including:

- On the [EastWest Manuals](#) section of the Support Center
- In the Documentation folder at the follow location:
  - (MAC): (MacHD) /Applications/East West/Documentation
  - (WIN): C:\Program Files\East West\Documentation
- Installed into the main library folder alongside the Instruments and Samples folders.

### Different Types of Documentation

All documentation for Play and Play Libraries is provided as a collection of PDFs:

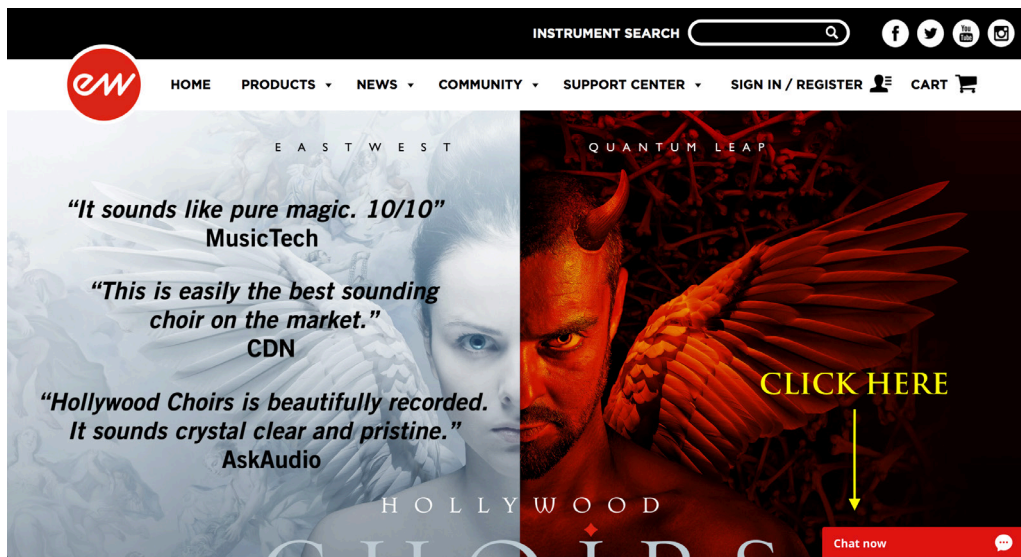
- [Play 6 User Manual](#) describes how to use the Play 6 sample engine, and aspects that are common to all Play Libraries.
- [Play Library User Manuals](#) describes aspects that are specific to each Play Library, like the included instruments and unique features of its user interface.
- [Master Navigation Document \(MND\)](#) is a one-page PDF that allows easy navigation between the Play 6 User Manual and the Play Library Manuals using links. Links to the MND can be found at the bottom of each chapter in both the Play 6 User Manual and Play Library Manuals.

## I'm in a hurry, can I get help right now?

**Summary:** Yes!

### Live Chat with a Support Representative

Live Chat is available by click on the 'Chat Now' box in the bottom-right corner of the [Soundsonline.com](http://Soundsonline.com) website.



To begin, enter your name and e-mail address and click 'Start the Chat'.

... Welcome to LiveChat

Welcome to our LiveChat! Please fill in the form below before starting the chat.

Name:

E-mail:

[Start the chat](#)

Powered by LiveChat

## Is there a forum where I can chat with fellow music makers?

**Summary:** Yes!

### Visit the Soundsonline Forums

Visit the EastWest [Soundsonline Forums](#) to read comments and questions from other users of EastWest products, find helpful information on both technical and musical aspects of the software. You can also receive support by posting to the Support section of the forum (you must be logged in).

Soundsonline-Forums				
Forum	Last Post	Threads	Posts	
<b>Topics</b>				
<b>What's New</b> The latest news from EastWest, Quantum Leap, and Soundsonline.	<b>Announcing PLAY 6.0.5 update</b> by <a href="#">nviolette</a> 02-15-2018 08:03 PM →	31	133	
<b>General Discussion (no support posts)</b> Discuss our virtual instruments and sample libraries	<b>Good starter articulation...</b> by <a href="#">trumpoz</a> 06-24-2018 01:51 AM →	21,818	211,080	
<b>Music Cafe</b> Comment on music created by users of our products and enter our contests	<b>"Smile" cover</b> by <a href="#">charles1237</a> 06-26-2018 11:56 PM →	8,859	69,926	
<b>Hardware</b> Discuss EastWest and EW-distributed products in use with third-party hardware.	<b>Headphones?</b> by <a href="#">Jdiggitly</a> Yesterday 11:18 PM →	3,303	26,638	
<b>The Suggestion Box</b> Feature requests for PLAY and other EW software development <b>Sub-Forums:</b> <a href="#">PLAY - Suggestions</a> , <a href="#">INSTRUMENTS - Suggestions</a>	<b>Delay compensation for each...</b> by <a href="#">Vadium</a> 06-23-2018 06:03 PM →	377	1,736	
<b>Introduce Yourself</b> Post pics of your studio, about your background, what you're doing musically, etc.	<b>New guy</b> by <a href="#">LMW</a> 06-08-2018 02:43 AM →	1,599	9,047	
<b>Support</b> Technical issues, installation, operation, bug reports and solutions	<b>Problem with ILOK</b> by <a href="#">michaelpbluebell</a> Today 06:00 PM →	8,533	44,321	
<a href="#">Mark Forums Read</a> <a href="#">View Forum Leaders</a>				